

Report Month
May 2011

Self-Administered Services Consumer Satisfaction

Surveys sent from 06/01/2010 and 05/31/2011

1,534 Consumers

1,152 Households

Survey Response Rate (Statewide) 54.3%

Survey Response Rate (by Provider)

Acumen Fiscal Agent, LLC (ACUMEN)

646 Surveys

318 Responses

14 Bad Addresses

50.3% Response Rate

Leonard Consulting, LLC (LEONARD)

414 Surveys

243 Responses

10 Bad Addresses

60.1% Response Rate

Morning Star Financial Services, LLC (MORNING STAR)

93 Surveys

51 Responses

2 Bad Addresses

56.0% Response Rate

Bad Address Rate

1,153 Surveys

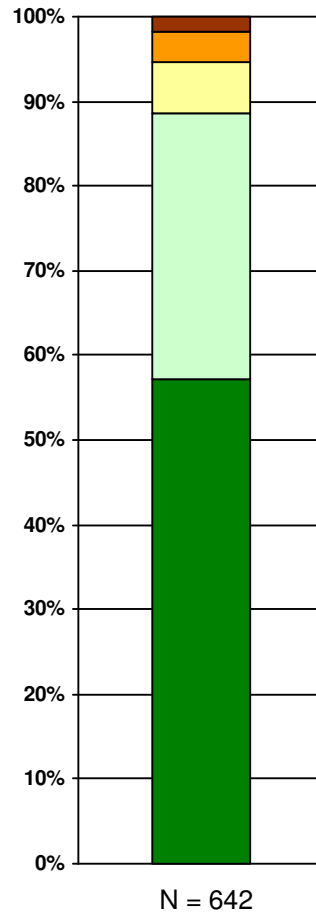
26 Bad Addresses

2.3% Bad Address Rate

Self-Administered Services - Overall Satisfaction

Surveys received from 06/01/2010 to 05/31/2011

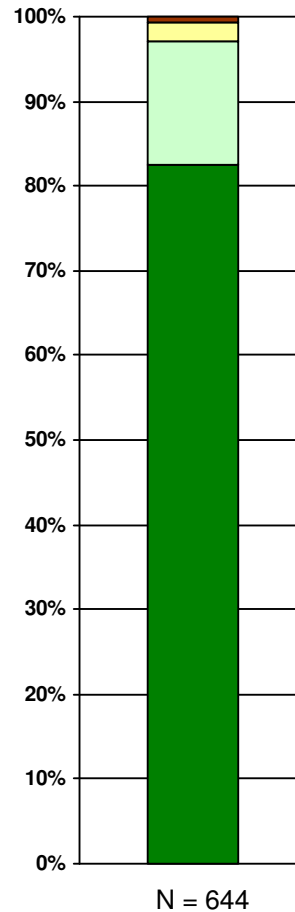
Overall, I am satisfied with
my Fiscal Agent



Current Overall Satisfaction

88.5%

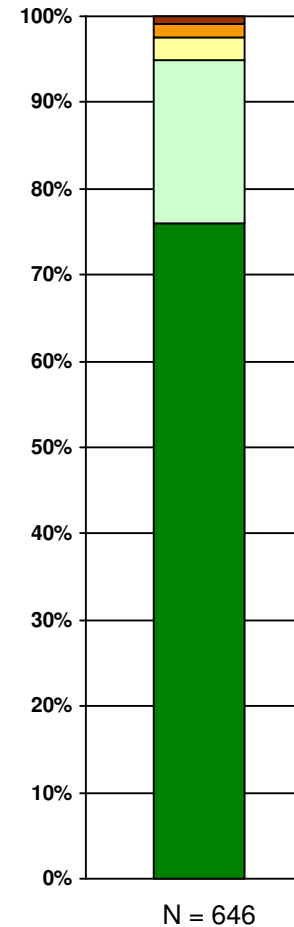
Overall, I am satisfied with
my Staff



Current Overall Satisfaction

97.0%

Overall, I am satisfied with
my Support Coordinator



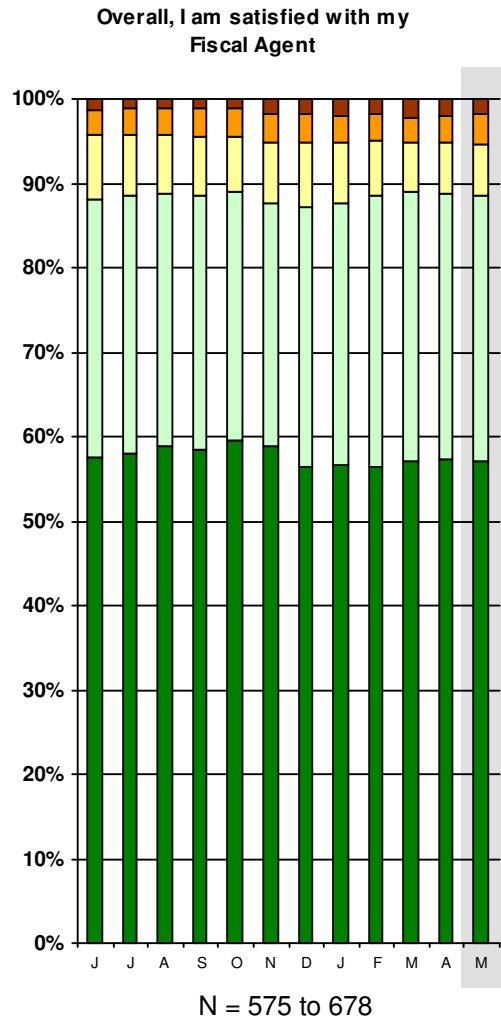
Current Overall Satisfaction

94.9%

Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
-------------------	----------	----------------------------	-------	----------------

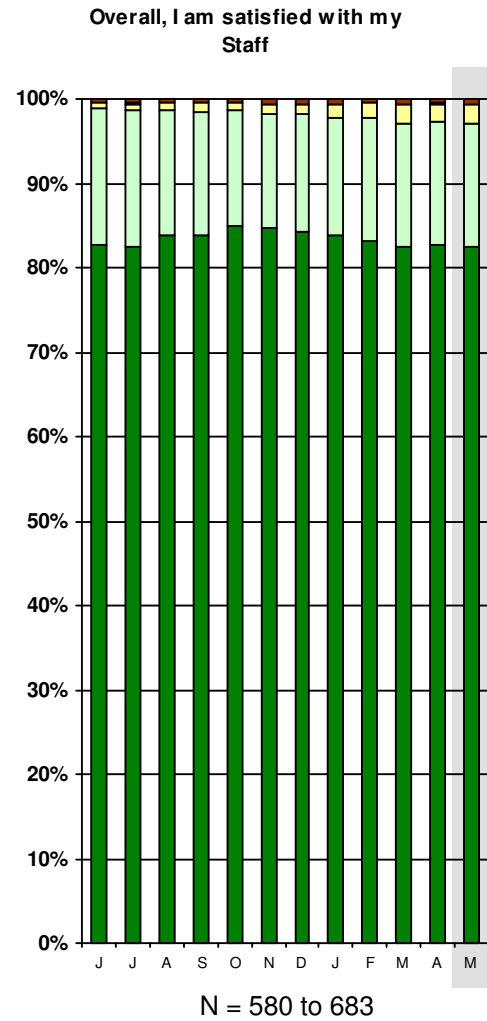
Self-Administered Services - Overall Satisfaction

Rolling 12-month average based on date response received



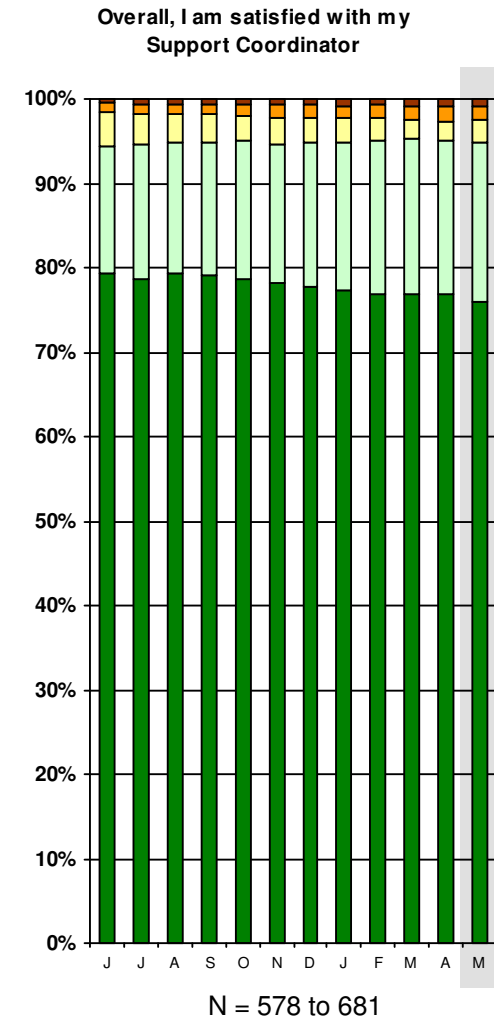
Current Overall Satisfaction

88.5%



Current Overall Satisfaction

97.0%



Current Overall Satisfaction

94.9%

Strongly Disagree
 Disagree
 Neither Agree Nor Disagree
 Agree
 Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.

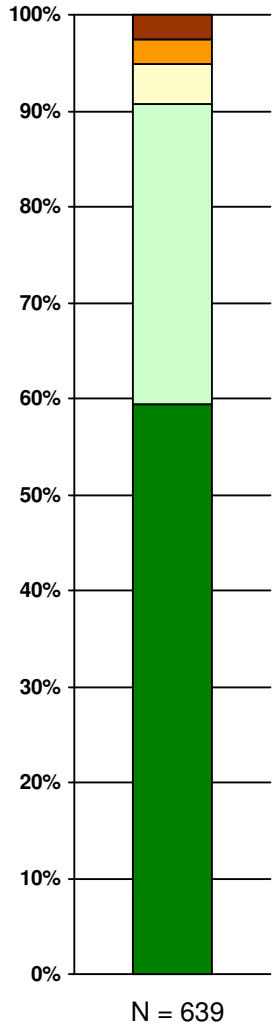
Satisfaction with Fiscal Agent

Surveys received from 06/01/2010 to 05/31/2011

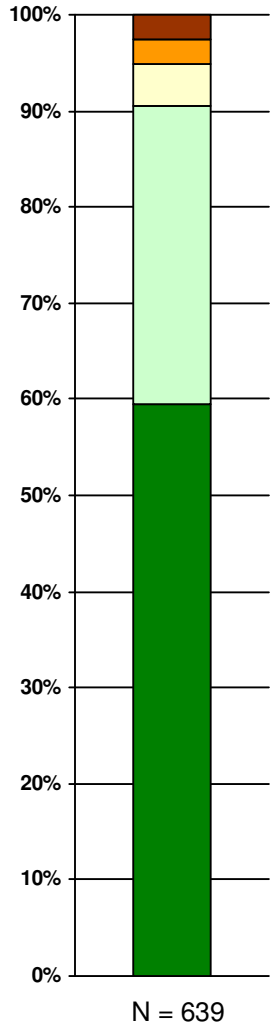
Current Overall Satisfaction

88.5%

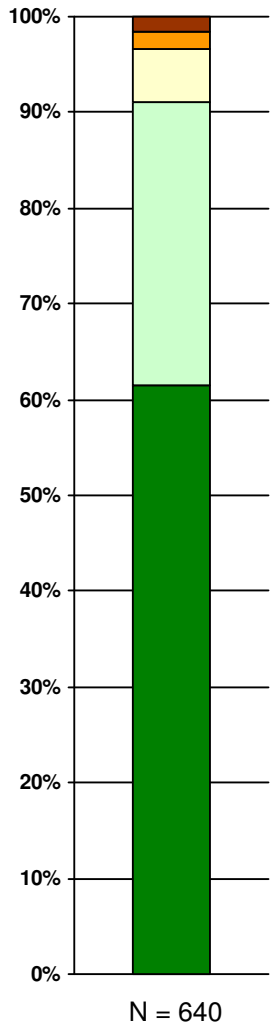
They respond quickly to my contacts



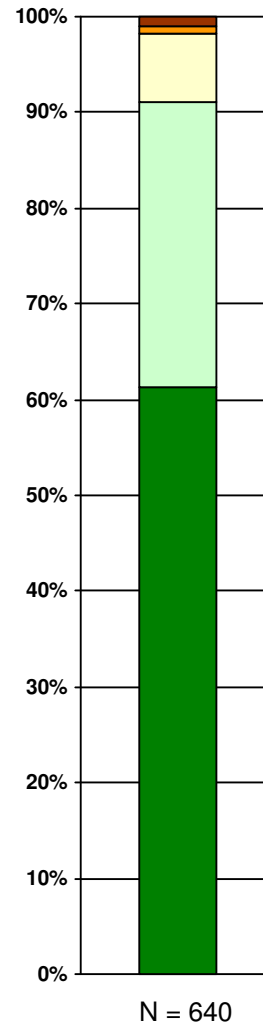
They pay my employees the right amount



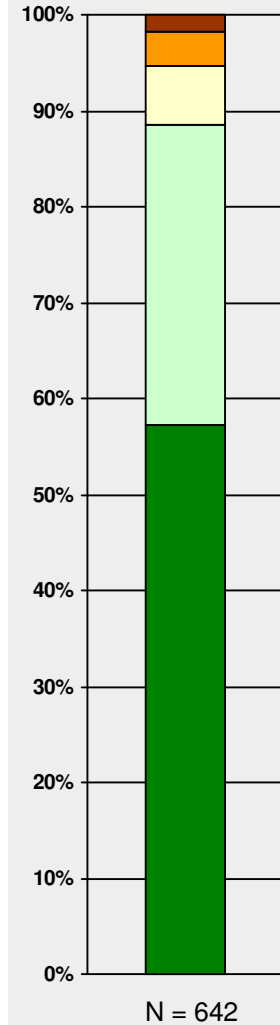
They pay my employees on time



They are polite and courteous



Overall, I am satisfied with my Fiscal Agent



Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

Report Month
May 2011

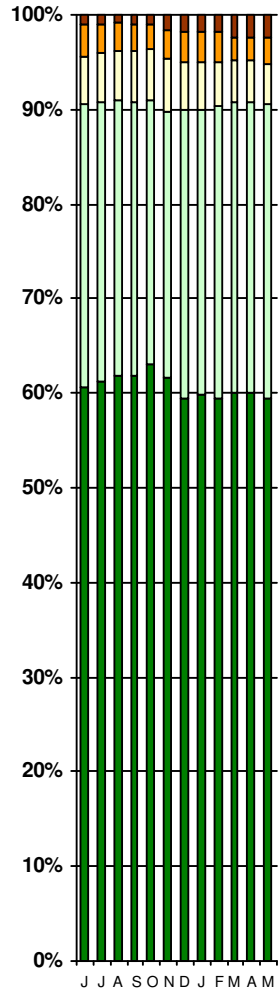
Satisfaction with Fiscal Agent

Rolling 12-month average based on date response received

Current Overall Satisfaction

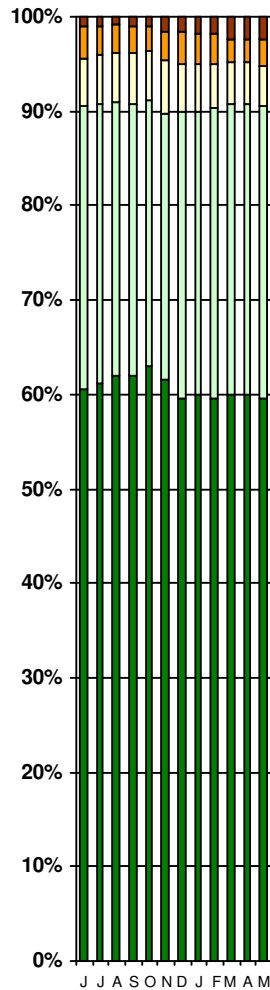
88.5%

They respond quickly to my contacts



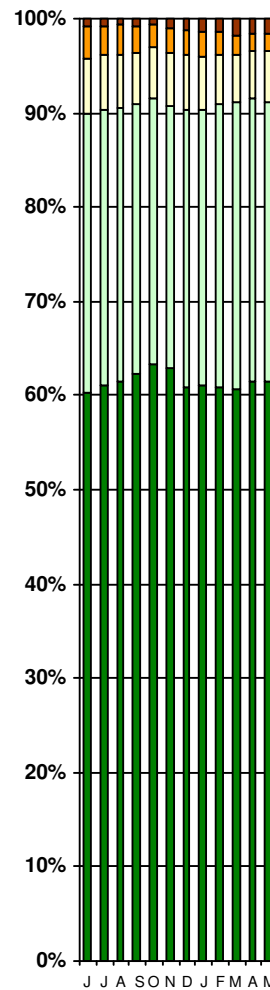
N = 576 to 677

They pay my employees the right amount



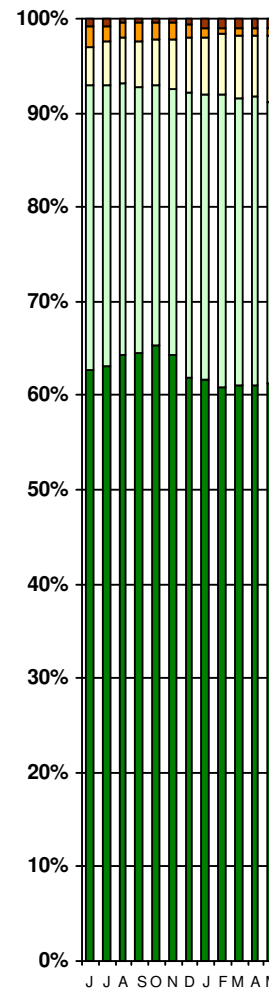
N = 576 to 677

They pay my employees on time



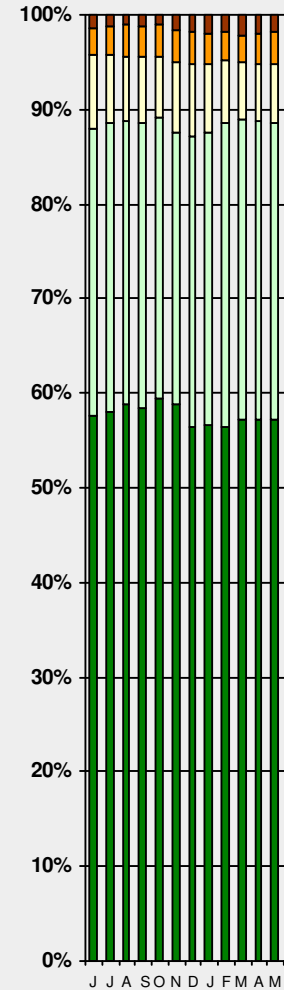
N = 575 to 676

They are polite and courteous



N = 578 to 679

Overall, I am satisfied with my Fiscal Agent



N = 575 to 678

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

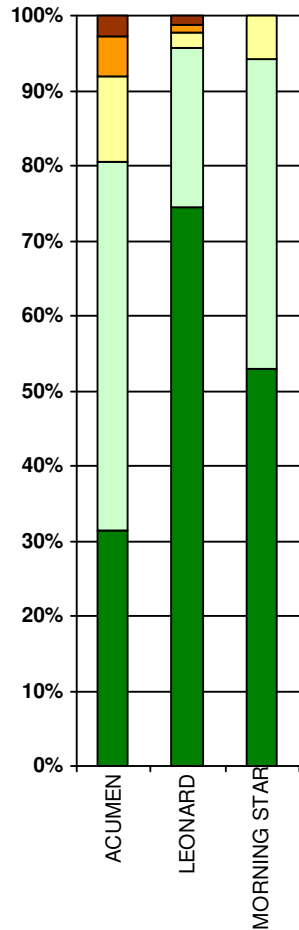
* Number of responses vary due to the conversion from an annual to a monthly survey.

Satisfaction with Fiscal Agent - By Provider

Surveys received from 06/01/2010 to 05/31/2011

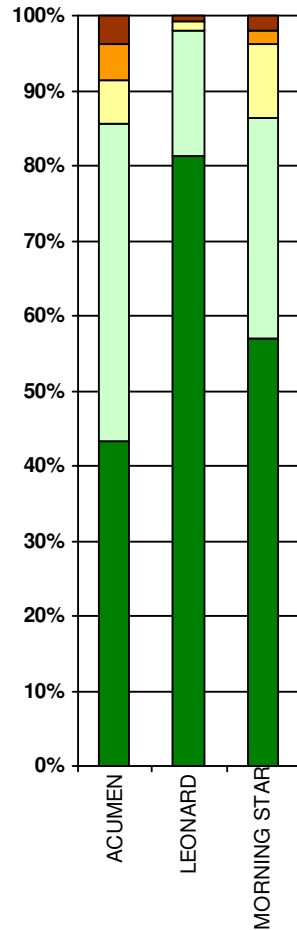
Current Overall Satisfaction
ACUMEN 82.2%
LEONARD 96.1%
MORNING STAR 90.4%

They respond quickly to my contacts



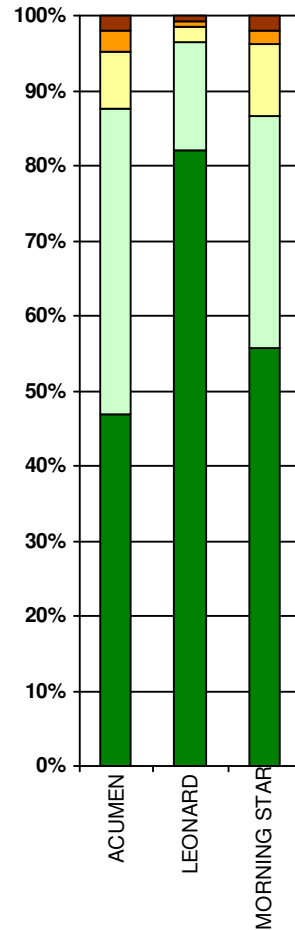
ACUMEN, n = 332
 LEONARD, n = 258
 MORNING STAR, n = 51

They pay my employees on time



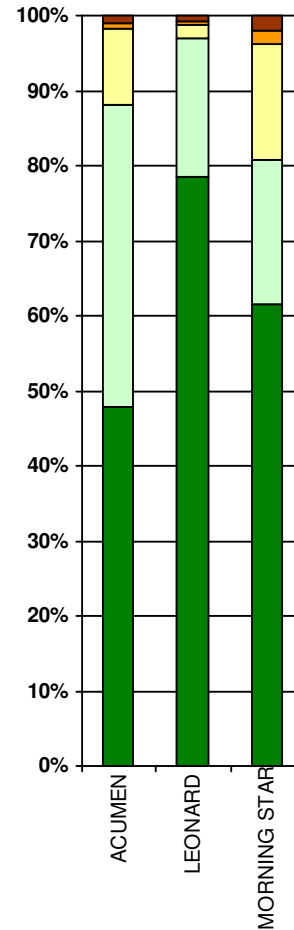
ACUMEN, n = 333
 LEONARD, n = 255
 MORNING STAR, n = 51

They pay my employees the right amount



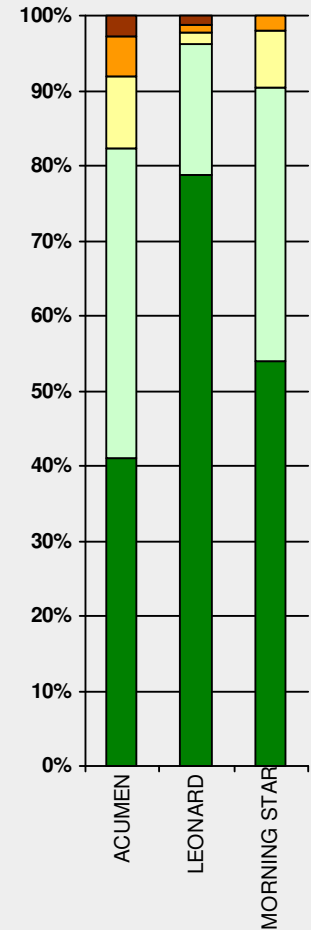
ACUMEN, n = 333
 LEONARD, n = 255
 MORNING STAR, n = 52

They are polite and courteous



ACUMEN, n = 331
 LEONARD, n = 257
 MORNING STAR, n = 52

Overall, I am satisfied with my fiscal agent



ACUMEN, n = 332
 LEONARD, n = 258
 MORNING STAR, n = 52

■ Strongly Disagree

■ Disagree

■ Neither Agree Nor Disagree

■ Agree

■ Strongly Agree

Report Month
May 2011

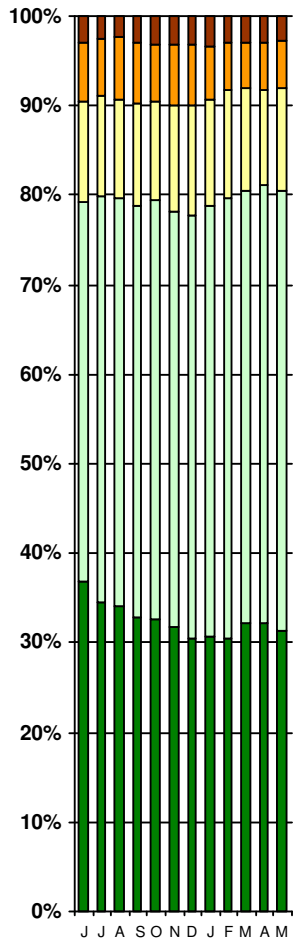
Satisfaction with Fiscal Agent - Acumen

Rolling 12-month average based on date response received

Current Overall Satisfaction

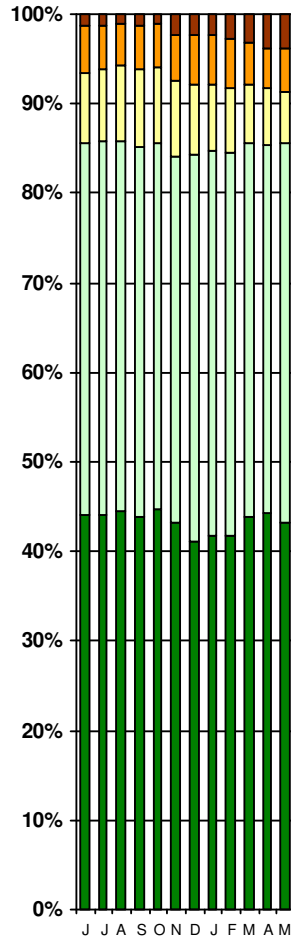
82.2%

They respond quickly to my contacts



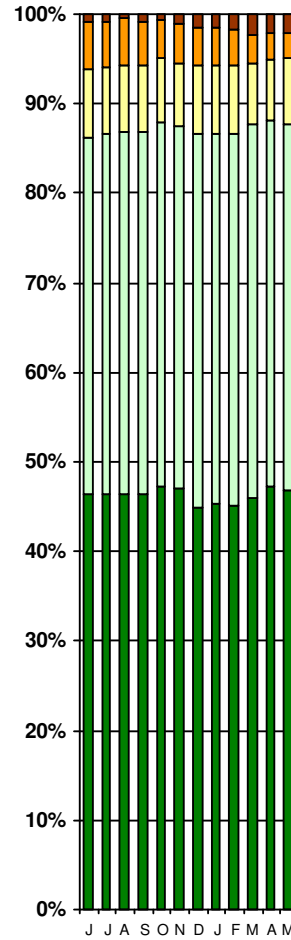
N = 332 to 389

They pay my employees on time



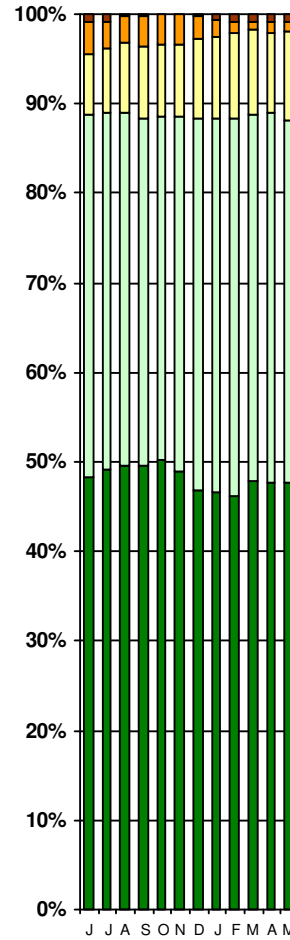
N = 333 to 392

They pay my employees the right amount



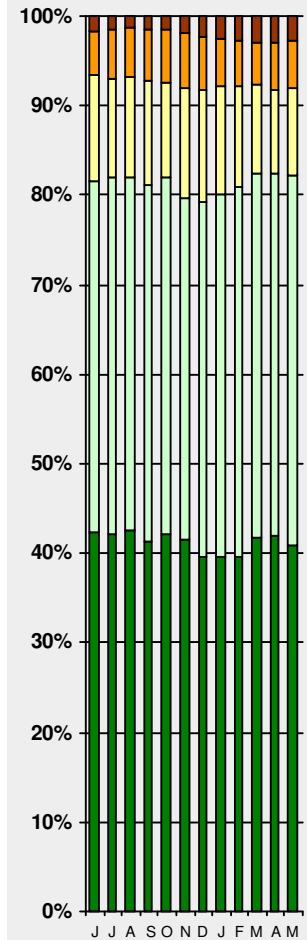
N = 333 to 392

They are polite and courteous



N = 331 to 393

Overall, I am satisfied with my fiscal agent



N = 332 to 391

Strongly Disagree Disagree Neither Agree Nor Disagree Agree Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.

Report Month
May 2011

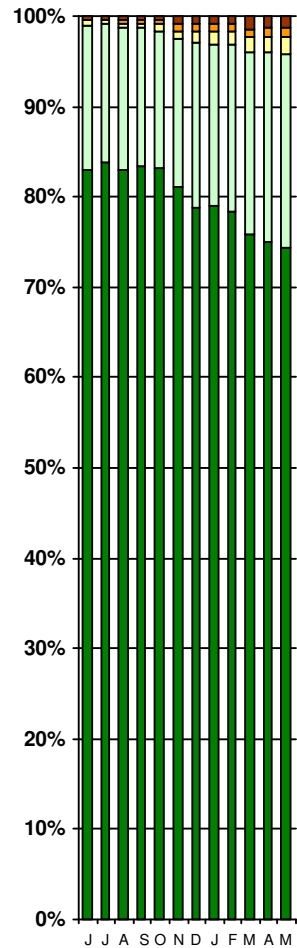
Satisfaction with Fiscal Agent - Leonard

Rolling 12-month average based on date response received

Current Overall Satisfaction

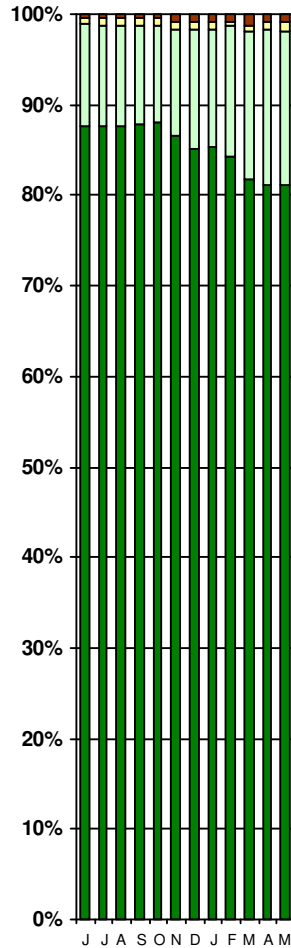
96.1%

They respond quickly to my contacts



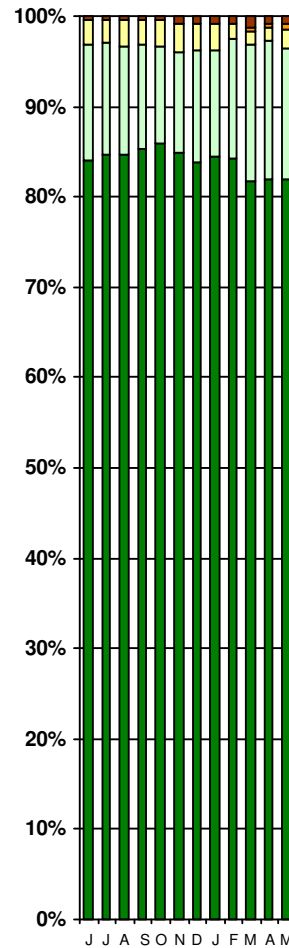
N = 193 to 258

They pay my employees on time



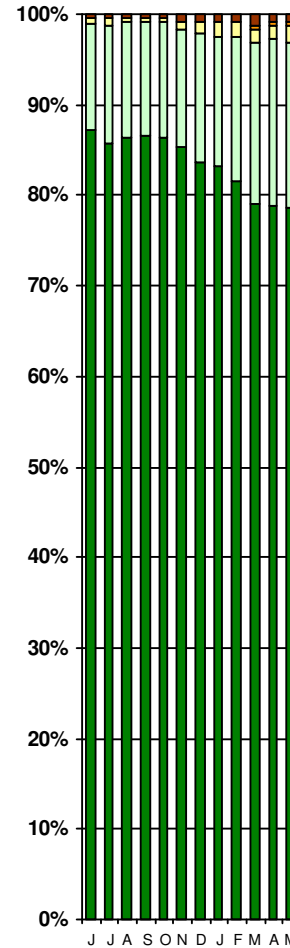
N = 193 to 255

They pay my employees the right amount



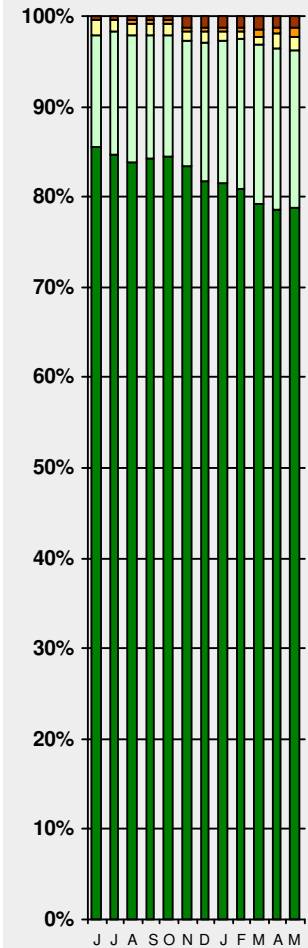
N = 193 to 255

They are polite and courteous



N = 194 to 257

Overall, I am satisfied with my fiscal agent



N = 192 to 258

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.

Report Month
May 2011

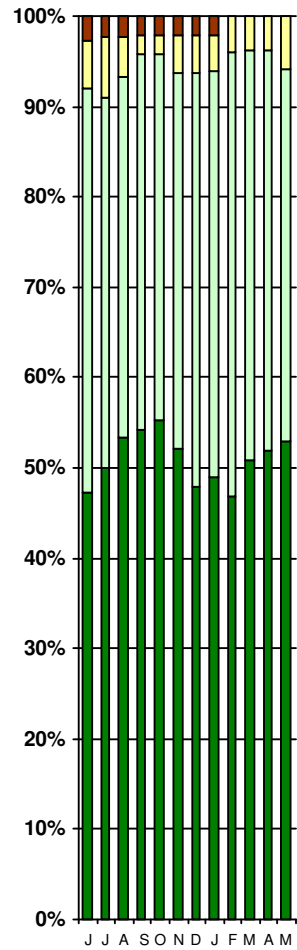
Satisfaction with Fiscal Agent - Morning Star

Rolling 12-month average based on date response received

Current Overall Satisfaction

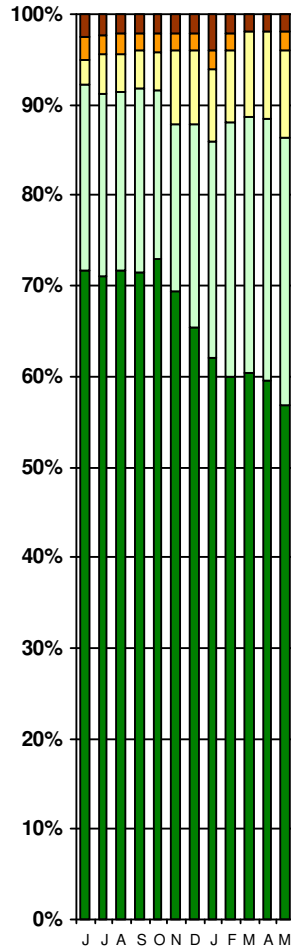
90.4%

They respond quickly to my contacts



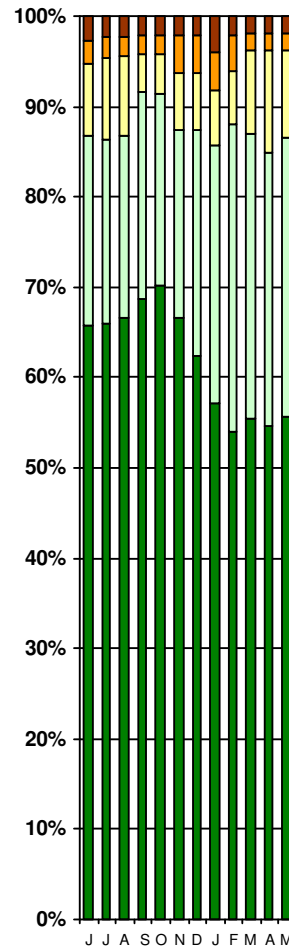
N = 38 to 53

They pay my employees on time



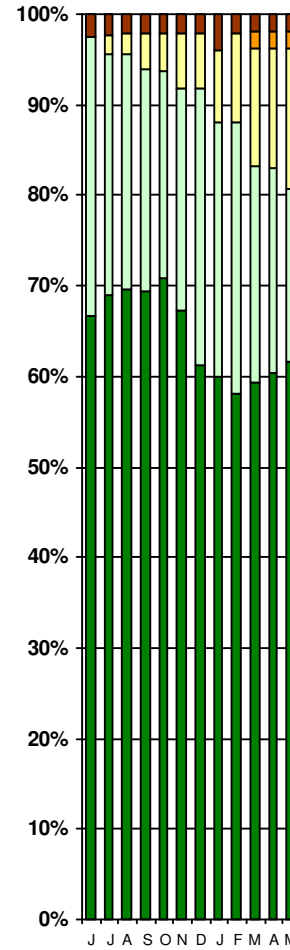
N = 39 to 53

They pay my employees the right amount



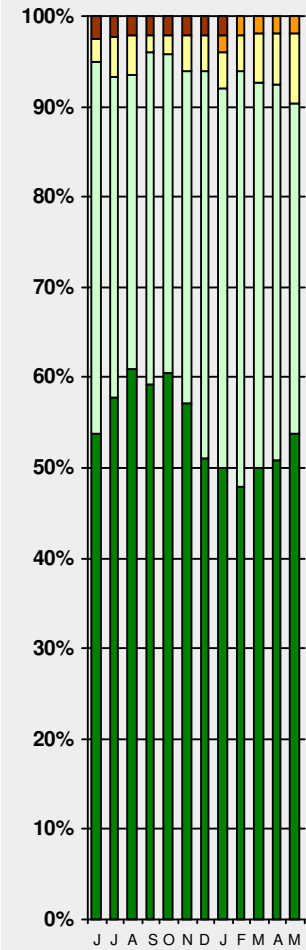
N = 38 to 54

They are polite and courteous



N = 39 to 54

Overall, I am satisfied with my fiscal agent



N = 39 to 54

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.

Report Month
May 2011

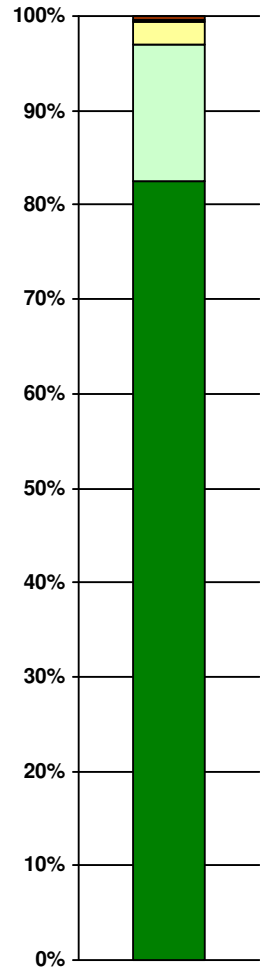
Satisfaction with Staff

Surveys received from 06/01/2010 to 05/31/2011

Current Overall Satisfaction

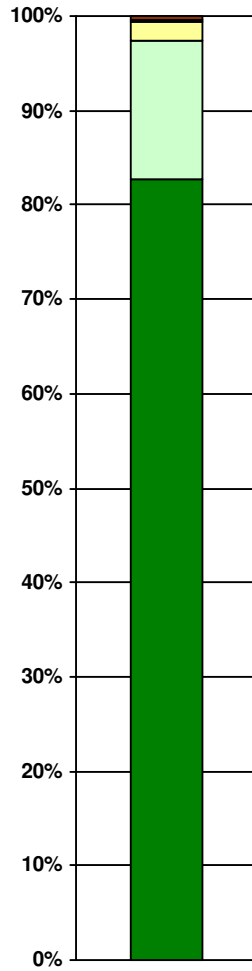
97.0%

**They are trustworthy
and dependable**



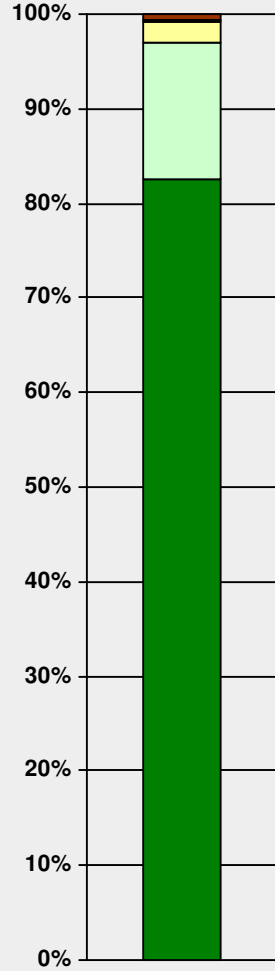
N = 642

**They are patient and
caring**



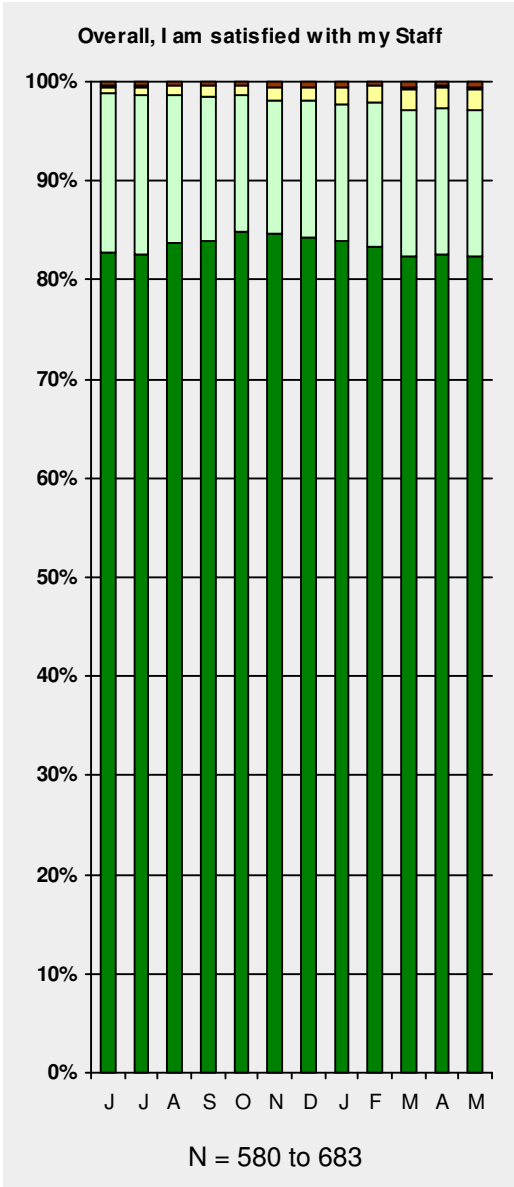
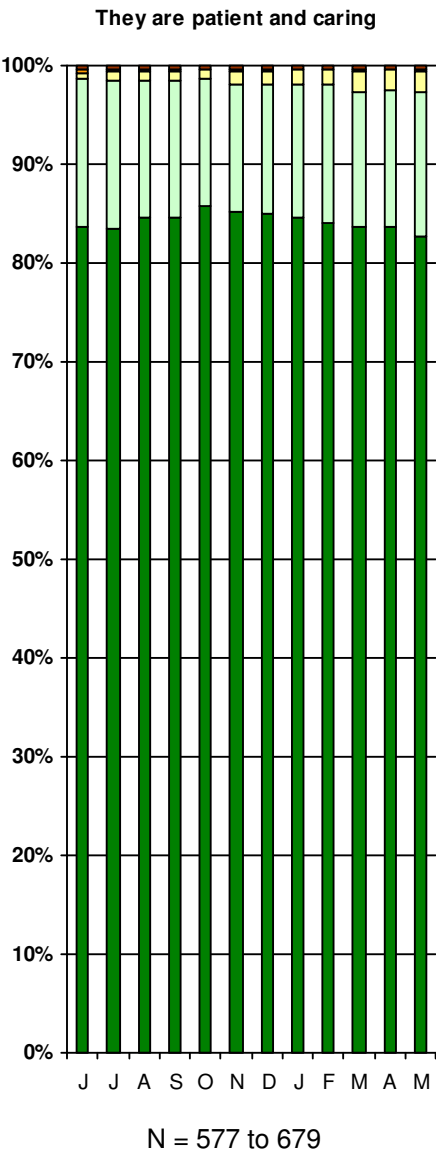
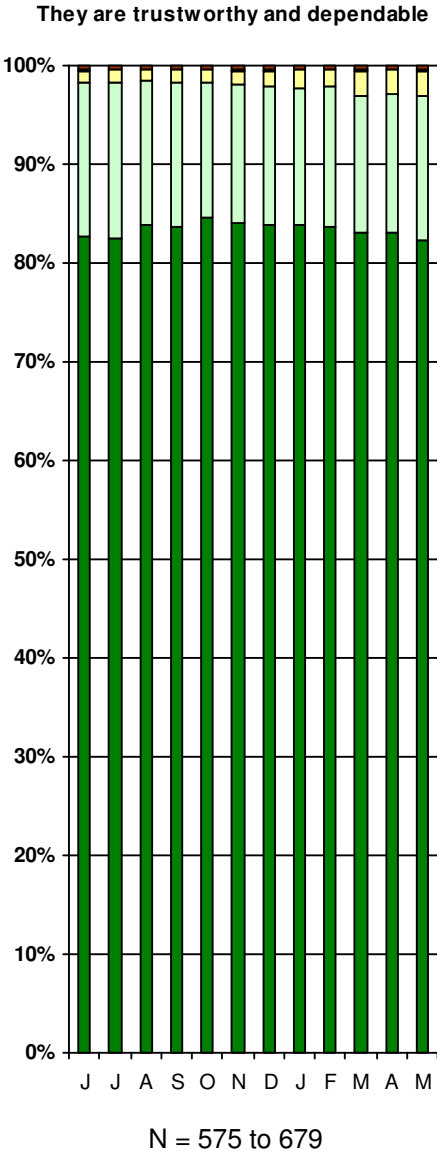
N = 641

**Overall, I am satisfied
with my Staff**



N = 644

Strongly Disagree **Disagree** **Neither Agree Nor Disagree** **Agree** **Strongly Agree**



Strongly Disagree Disagree Neither Agree Nor Disagree Agree Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.

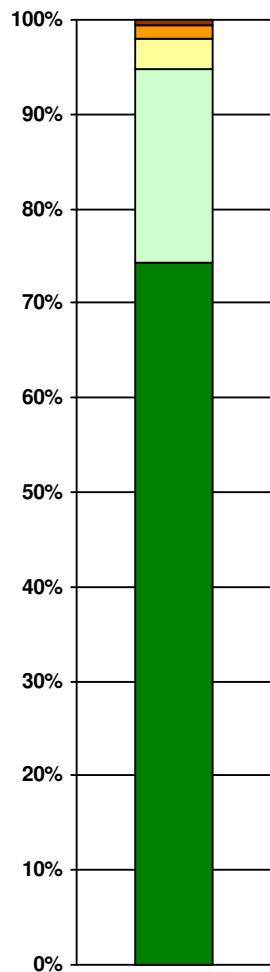
Satisfaction with Support Coordinator

Surveys received from 06/01/2010 to 05/31/2011

Current Overall Satisfaction

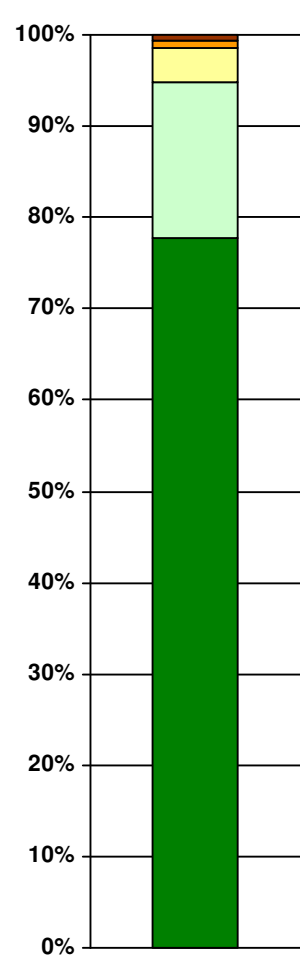
94.9%

They are knowledgeable
about Division services



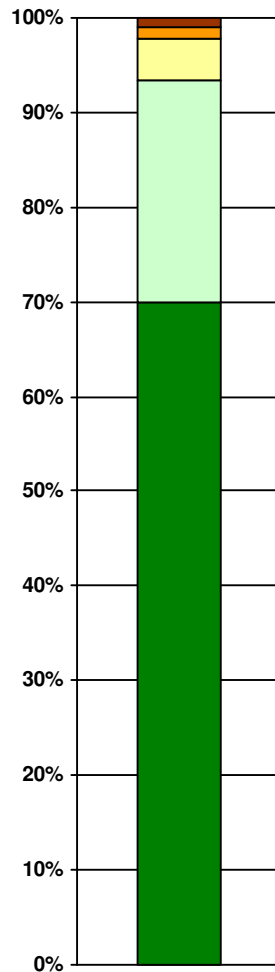
N = 646

They respond quickly to
my contacts



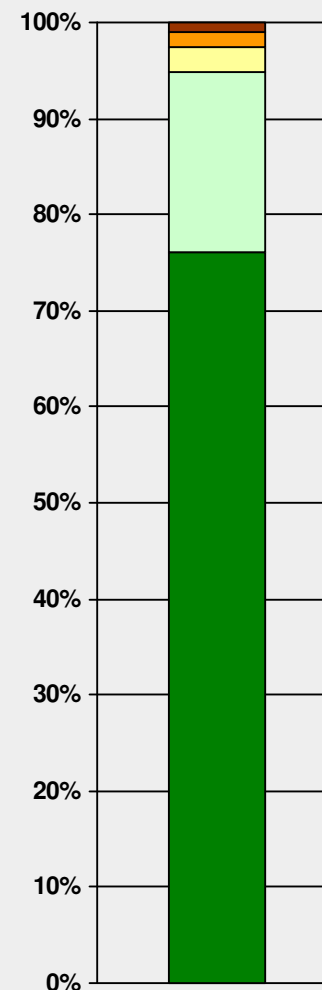
N = 643

They are helpful and
supportive



N = 642

Overall, I am satisfied with
my Support Coordinator



N = 646

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

Report Month
May 2011

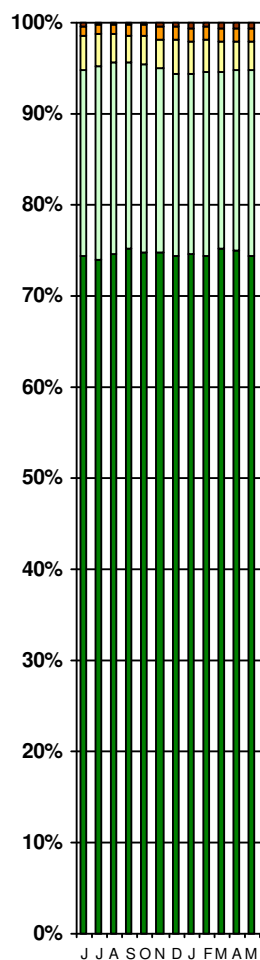
Satisfaction with Support Coordinator

Rolling 12-month average based on date response received

Current Overall Satisfaction

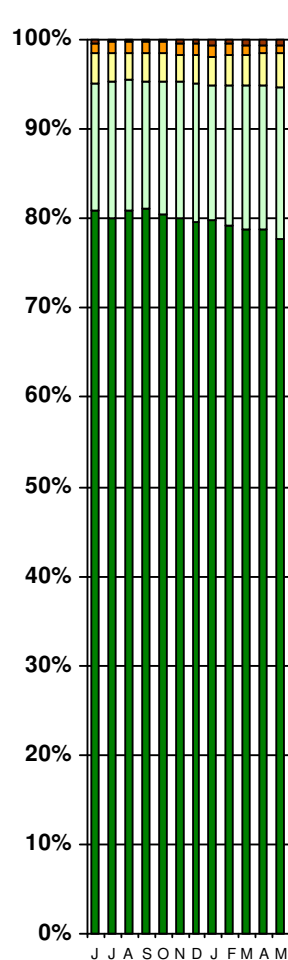
94.9%

They are knowledgeable
about Division services



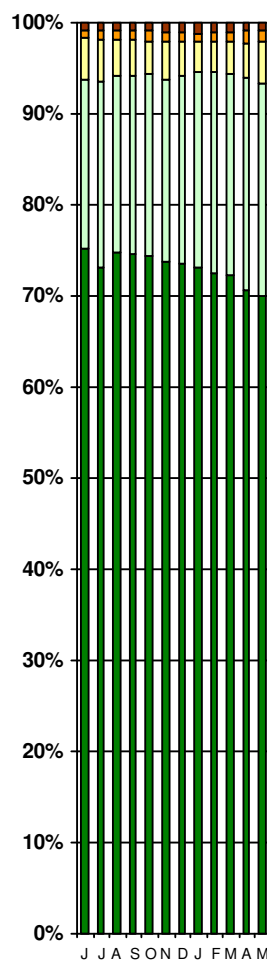
N = 577 to 681

They respond quickly to
my contacts



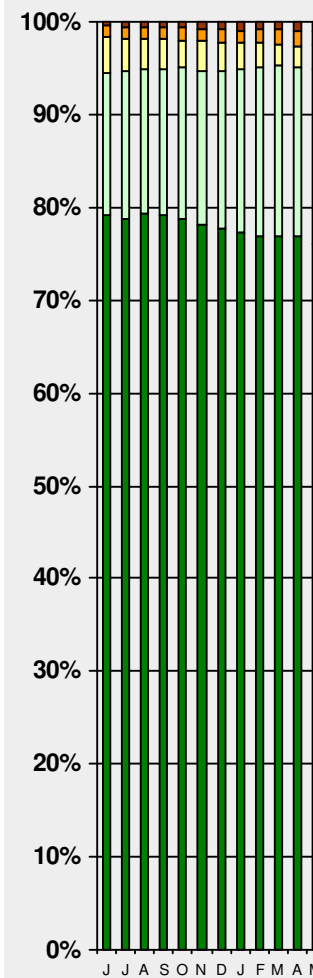
N = 577 to 680

They are helpful and
supportive



N = 573 to 676

Overall, I am satisfied with
my Support Coordinator



N = 578 to 681

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.